

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Knott *et al.*
Serial No.: 10/829557
Filing Date: April 22, 2004
Confirmation No.: 6361
Group Art Unit: 2614
Examiner: Patel, Hemant Shantilal
Title: *User Interface for "How to Use" Application of Automated
Self Service Call Center*

MAIL STOP – AF
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO FINAL OFFICE ACTION

In response to the Final Office Action dated November 15, 2007, Applicants respectfully submit the following and request favorable action.

Amendments to Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

A Petition extending the period for response is filed herewith.